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2003P00904US

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FIG. 1

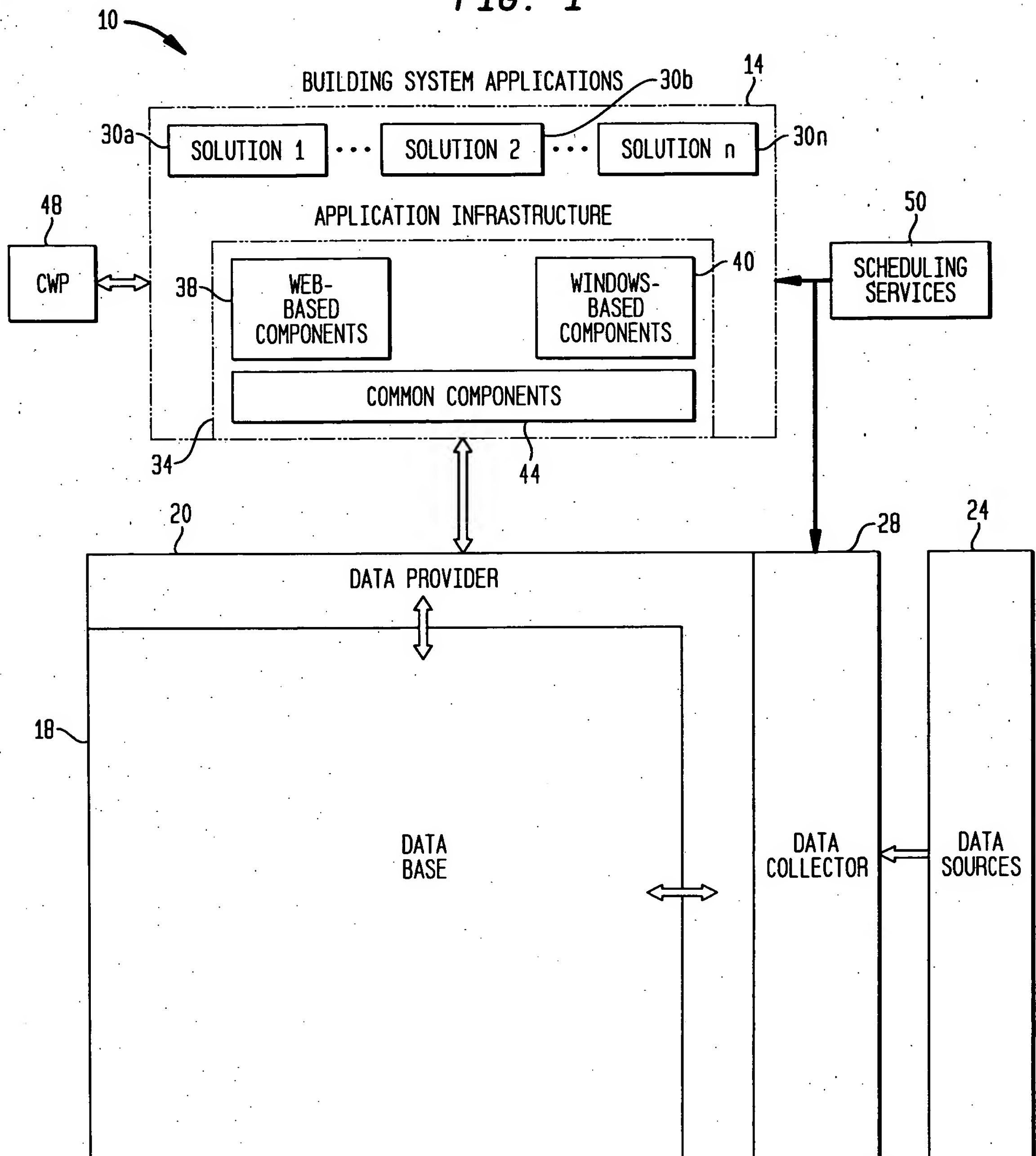


FIG. 2A

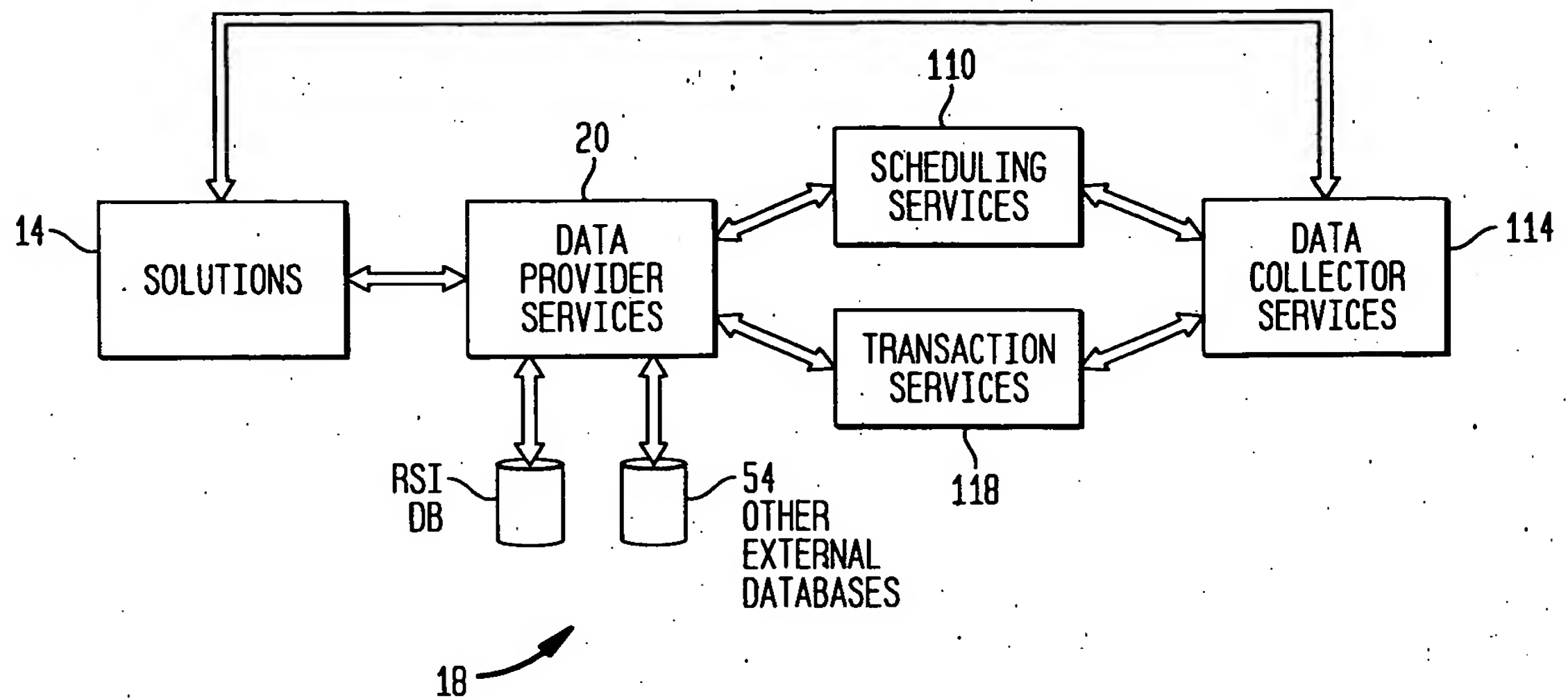
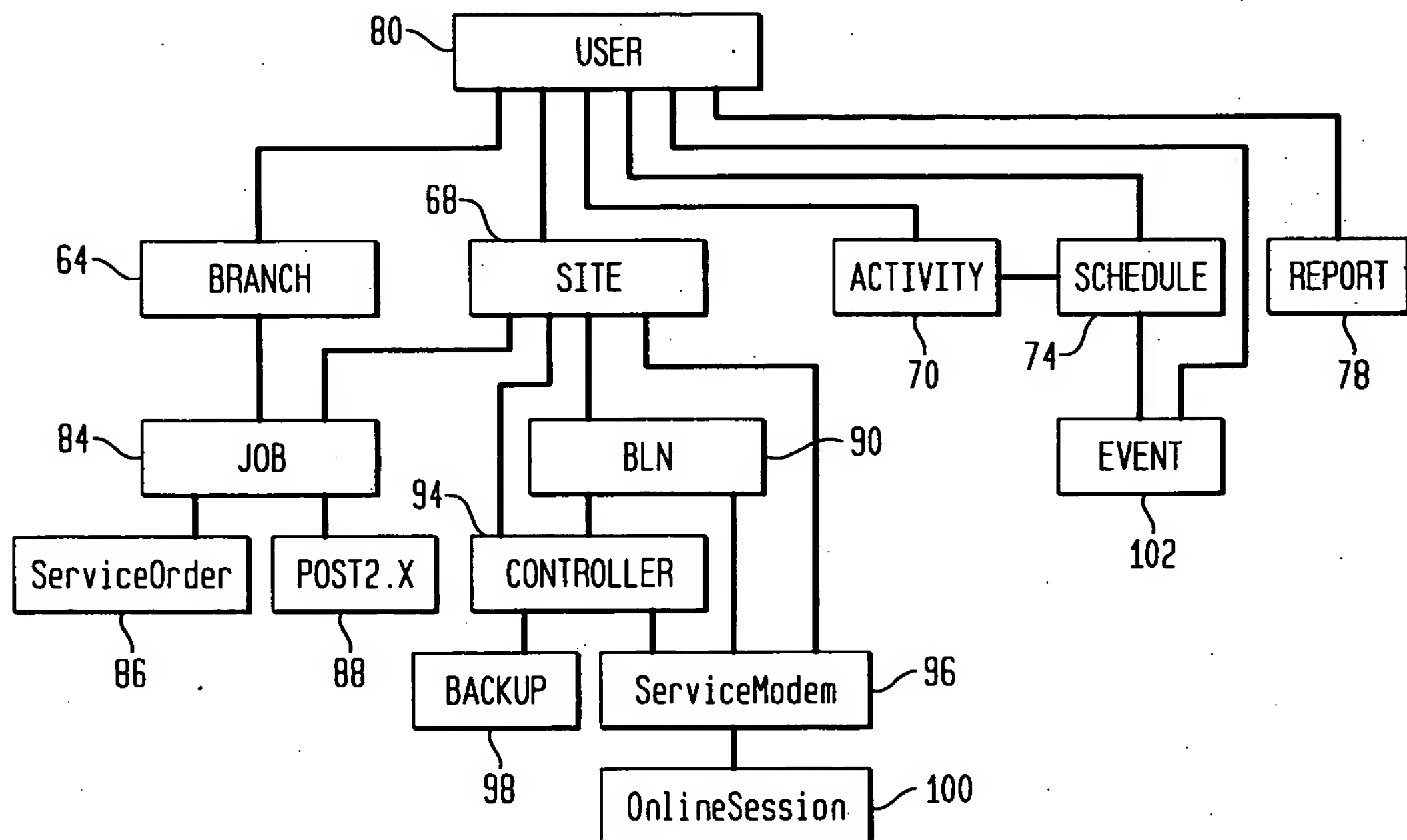


FIG. 2B



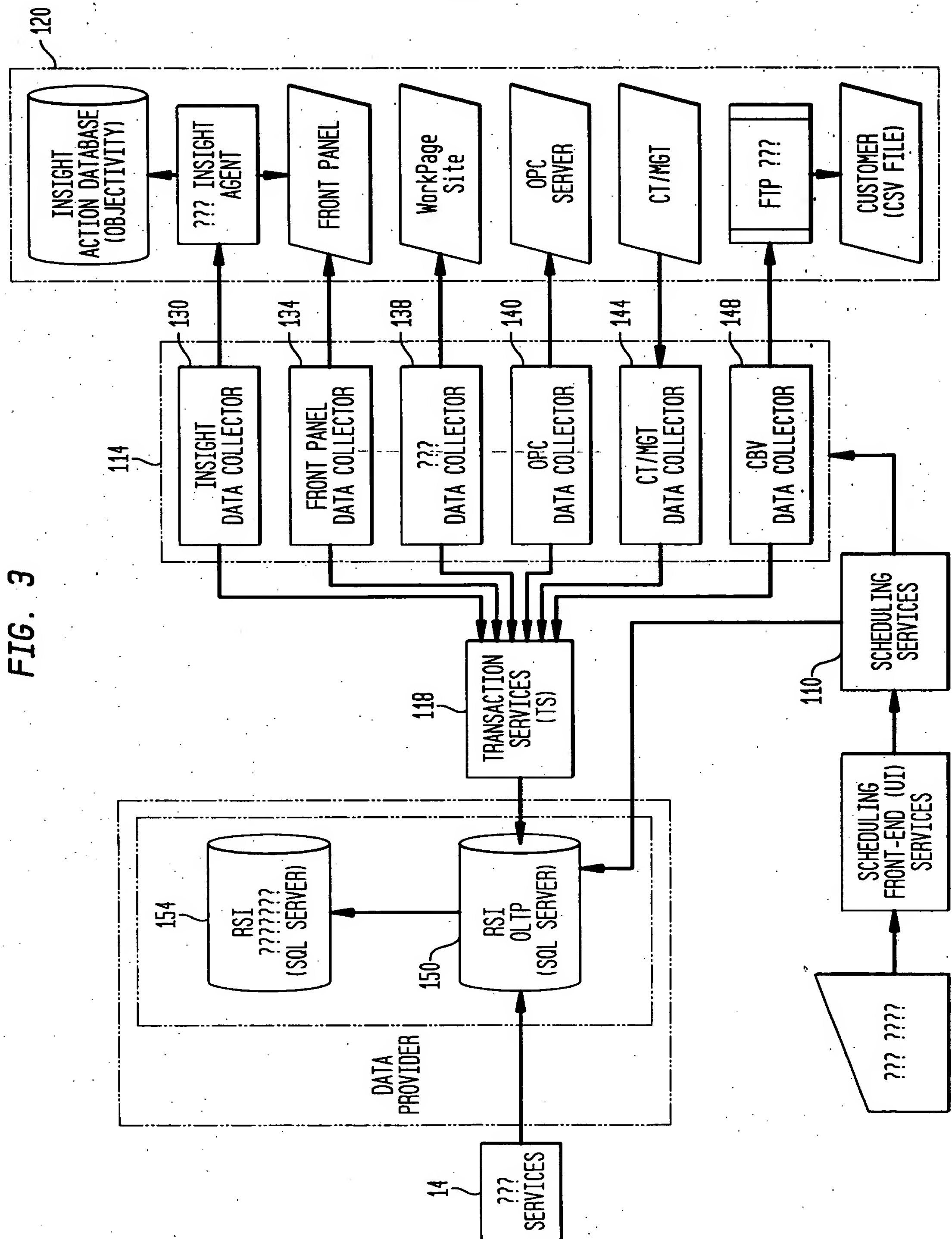


FIG. 4

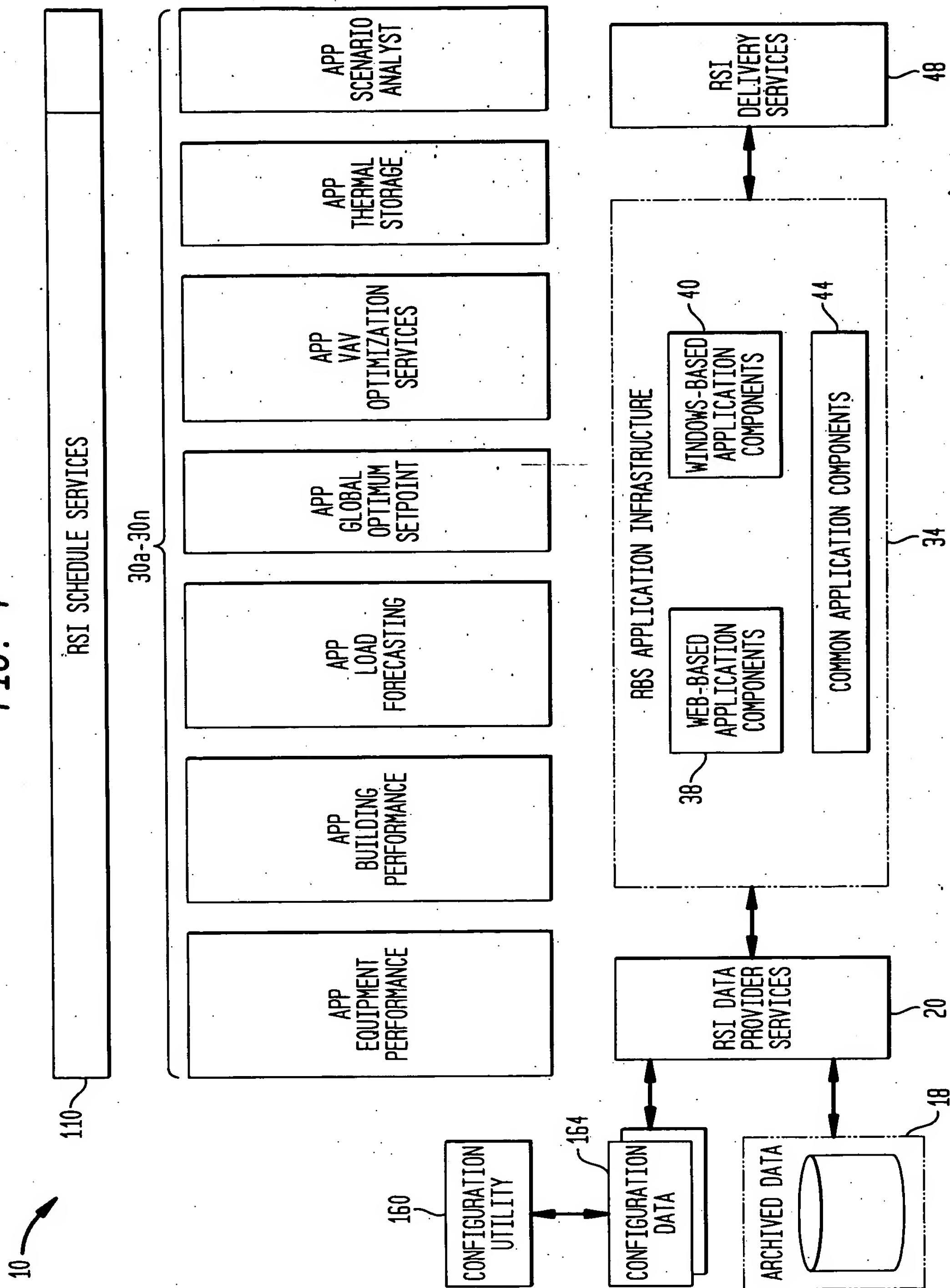


FIG. 5

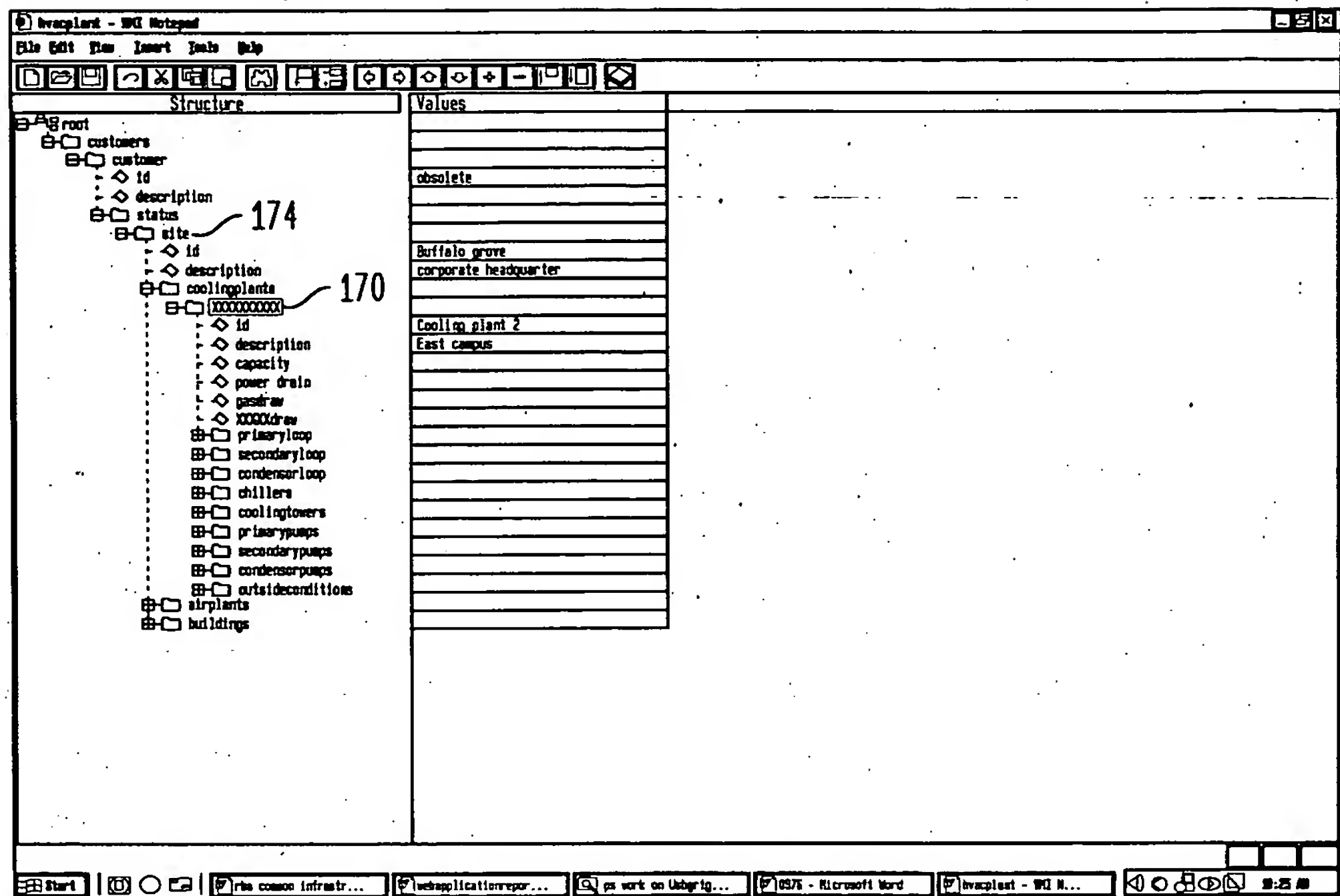


FIG. 6

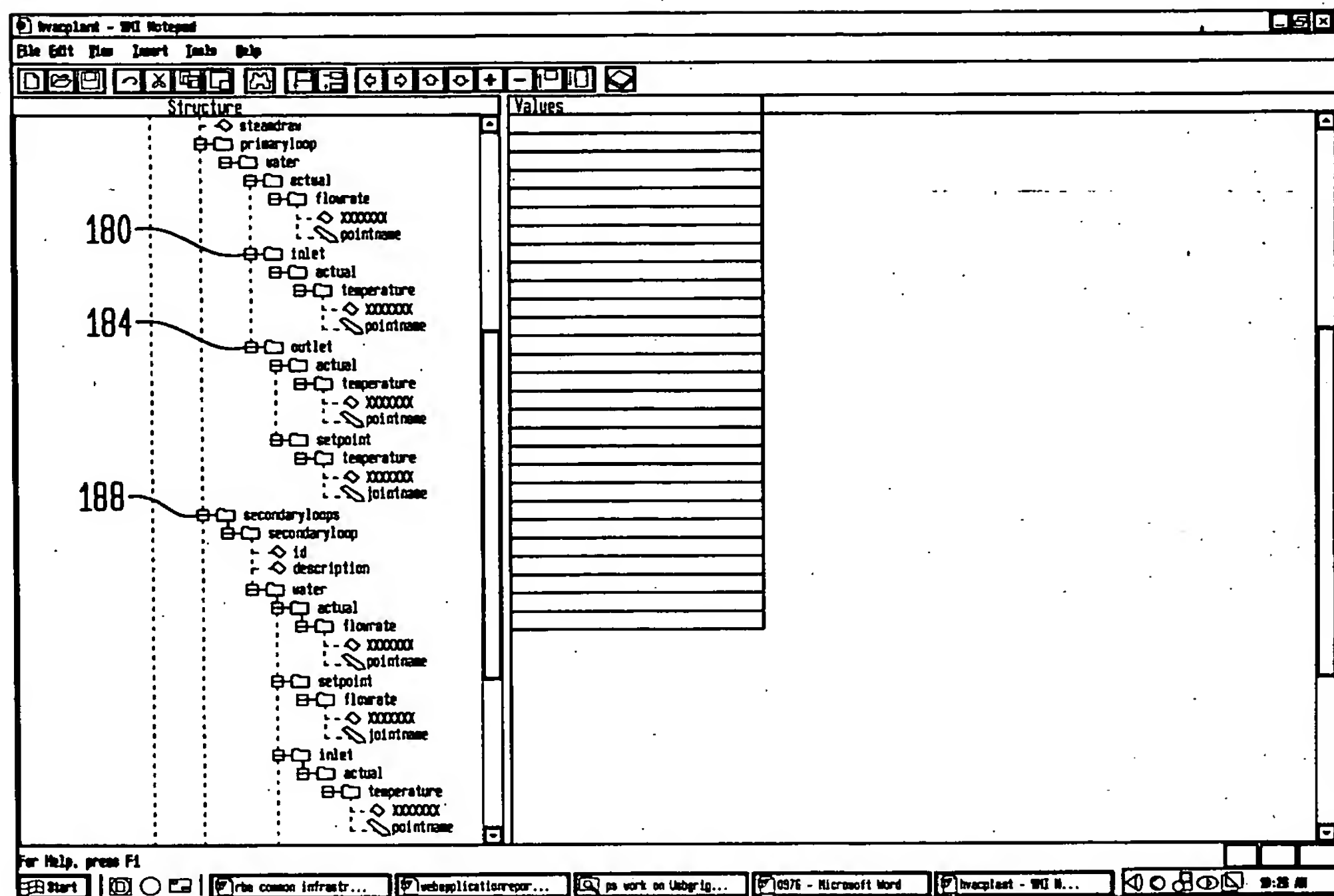


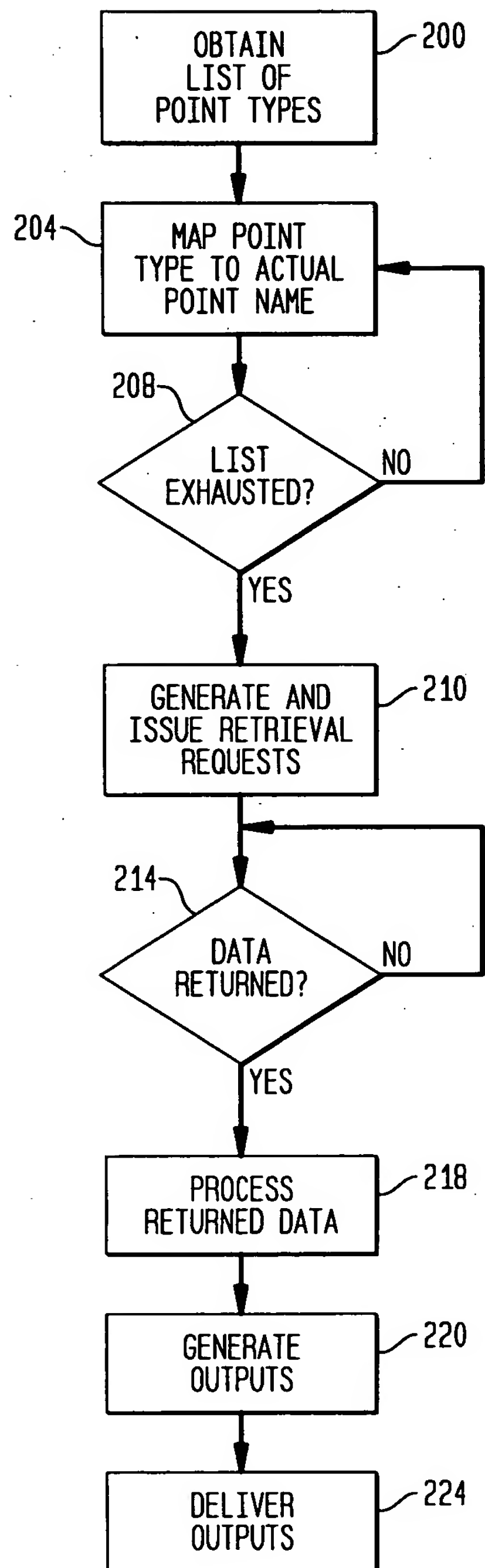
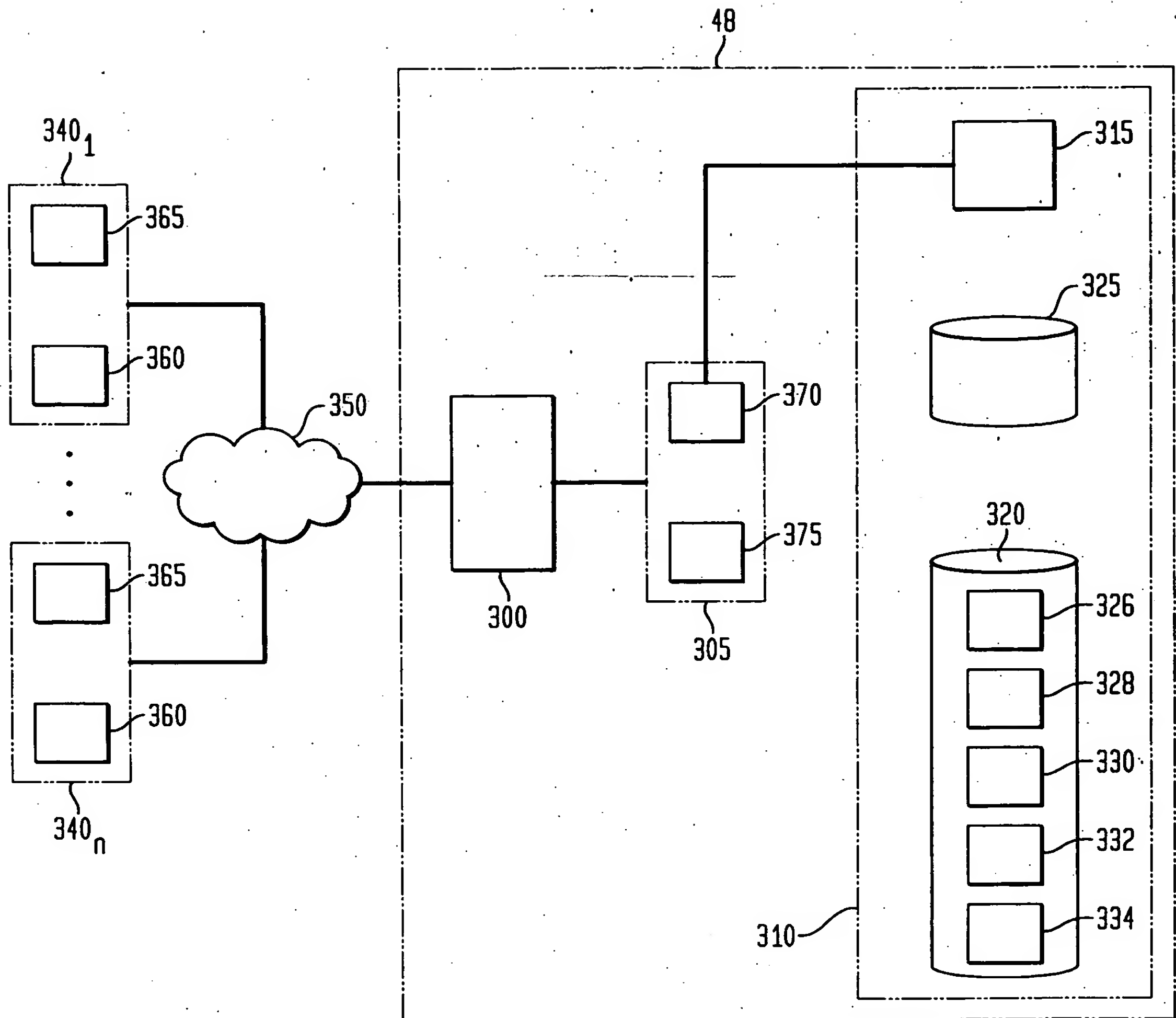
FIG. 8

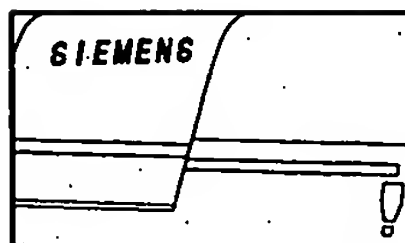
FIG. 9



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FIG. 10

400


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Help Contact Us Sitemap

Search for... go >

 Service Central Fileshare Administration Log Out
 | Home | >Service Central >Service Activity

430

Request Service

 → Service Activity
 Open Calls
 Closed Calls
 Custom Reports
 TSP Contracts
 Equipment
 Sites
 Request Service

435

440

Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

Call Status

Open

Closed

Call Type

Preventive

Corrective

System

Fire

HVAC

Mechanical

Security

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site

 Call Status
 Open Closed

 Preventive Corrective
 Call Type

 Export to: .xls .doc ASCII
 System

Number

▶ SZ COLLEGE PARK {B320013}

▶ 1

▶ 0

▶ 0

▶ 1 HVAC

▶ 1

▶ SZ COLLEGE PARK {B320013}

▶ 0

▶ 3

▶ 3

▶ 0 Mechanical

▶ 3

▶ SZ EAST LIBRARY {B408013}

▶ 0

▶ 1

▶ 1

▶ 0 Mechanical

▶ 1

▶ SZ EAST POINT {B425013}

▶ 2

▶ 0

▶ 0

▶ 2 HVAC

▶ 2

▶ SZ EAST POINT {B425013}

▶ 0

▶ 1

▶ 1

▶ 0 Mechanical

▶ 1

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

404

428

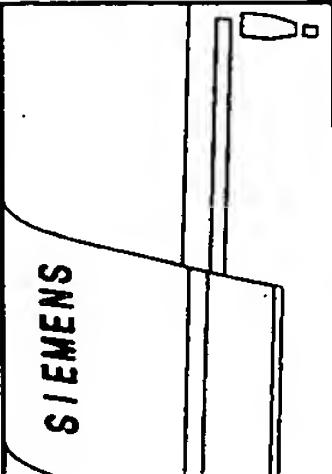
402

 408
 406
 410
 412
 414
 416

 418
 420
 422
 424
 426

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FIG. 11



500

site360 Home site360 Ordering Help Contact Us Sitemap

Request Service

Search for...

go >

Service Central Fileshare Administration Log Out

Home | >... >... >Open Calls

Display Filter Criteria →

Open Calls

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 15	Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.	Export to:
4/23/03	▶ 030321-0852	510	Open	SZ MULTIPURPOSE (8251013)	REPLACE SCREENS	Preventive	Mechanical	200303974	.xls .doc ASCII
4/19/03	▶ 030307-3329		Open	SZ COLLEGE PARK (8320013)	PM	Preventive	Mechanical	200304780	
4/18/03	▶ 030416-0594		Open	SZ TOM LOWE (8229013)	REPLACE DEFECTIVE CONDENSING F	Preventive	Mechanical	200305191	
4/18/03	▶ 030416-0589		Open	SZ TOM LOWE (8229013)	PM **NOTE** MUST CALL TO GET T	Preventive	Mechanical	200305192	
4/17/03	▶ 030416-0551		Open	SZ SOUTHWEST (8440013)	LEAK ON 1ST CIRCUIT ON CHILLER	Preventive	Mechanical	200305232	
▶ 1-5	▶ 6-10	▶ 11-15							→ Display Equipment / Contract No.

→ Service Activity

→ Open Calls

→ Closed Calls

→ Custom Reports

→ TSP Contracts

→ Equipment

→ Sites

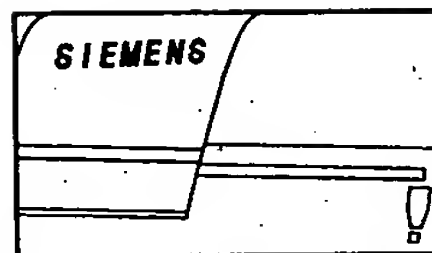
→ Request Service

2003P00904US

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FIG. 12

600



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Search for... go >

Service Central Fileshare Administration Log Out
| Home | >-- >-- >Open Calls >Service Order

Request Service

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

Service Order

Below is detailed information for the individual service order you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (8251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER
Resolution

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↓ Equipment 610 ↓ Call Log 620 → Appointments 630

Equipment
The table below lists equipment that was serviced on the selected order number.

No Data Available.

Call Log

The table below lists all activities logged to the selected service order number.

FIG. 13

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Service Activity

→ Open Calls

Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

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Search for... go >

Service Central Fileshare Administration Log Out

Home | > > > > Open Calls > Service Order

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Appointment

Below is the detailed information for the single appointment selected for this call.

Summary

The summary provides an overview of information related to the selected appointment.

Service Order No.	030321-0852	Contract No.	
PO Number	200303974	Customer Name	Demonstration Customer
Site	SZ MULTIPURPOSE (6251013)	Branch	ATLANTA
Appointment No.	030321-0852 0001 1 240097 ATL	Lead Technician	Steve Conti
Open Date	4/23/03	Skill Type	Fitter Journeyman
Closed Date			
Appointment Status	TENTATIVE		

Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

No Data Available.

→ Service Activity

→ Open Calls

Closed Calls

Custom Reports

TSP Contracts

Equipment

Sites

Request Service

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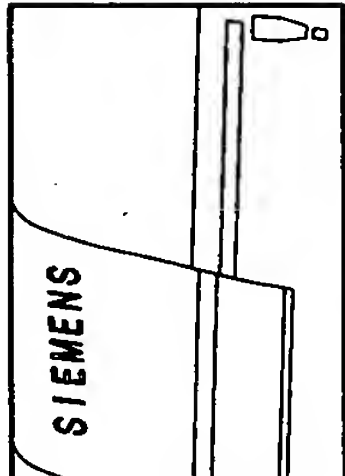
Service Central Fileshare Administration Log Out


Home | > > > > Open Calls > Service Order

700

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FIG. 14






800

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[Contact Us](#)
[Sitemap](#)

[Service Central](#)
[Fileshare](#)
[Administration](#)
[Log Out](#)




 [Request Service](#)

Closed Calls → Display Filter Criteria →

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.

Item 1-5 of 178 **810**

Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.
4/16/03	▶ 030307-3331	Complete	SZ EAST POINT (B425013)	PM	Preventive	Mechanical	200305028
4/16/03	▶ 030403-0116	Complete	UPS 35 Glenlake Fire	TAPER TROUBLE	Preventive	Fire	
4/10/03	▶ 030307-3327	Complete	SZ FAIRBURN (B323013)	PM	Preventive	Mechanical	
4/10/03	▶ 030410-0128	Complete	SZ MULTIPURPOSE (B323013)	CHANGE THE BELTS	Preventive	Mechanical	
4/9/03	▶ 030307-3325	Complete	SZ SOUTHWEST (B440013)	PM	Preventive	Mechanical	200304882
▶ 1-5	▶ 6-10	▶ 11-15	▶ 16-20	▶ 21-25	▶ 26-30	next →	

Export to:  .xls  .doc  ASCII

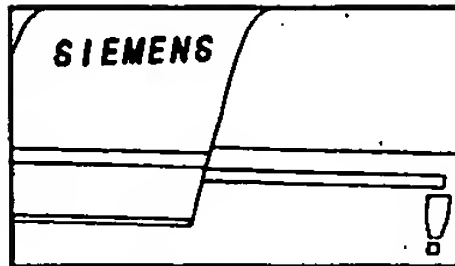
→ Service Activity

- Open Calls
- Closed Calls
- Custom Reports
- TSP Contracts
- Equipment
- Sites
- Request Service

900

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						Request Service																																										
<div style="float: left; width: 150px;"> Search for... <input type="text"/> go > </div> <div style="clear: both;"></div>																																																
Service Fileshare Administration Log Out Home >--> Selected Services																																																
<h3 style="margin: 0;">Selected Services</h3> <p>The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report. If desired. You can also export the table content to another format by clicking the desired file format symbol to the right.</p> <div style="display: flex; justify-content: space-between; align-items: center;"> Item 1-5 of 15 <div>Export to:</div> <div> <input checked="" type="button" value=".xls"/> <input type="button" value=".doc"/> <input type="button" value="ASCII"/> </div> </div> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th>Open Date ▼</th> <th>Order No.</th> <th>Status</th> <th>Description</th> <th>Call Type</th> <th>System</th> <th>PO No.</th> </tr> </thead> <tbody> <tr> <td>5/1/03</td> <td>▶ 030409-0306</td> <td>Open</td> <td>MURRAY ELEMENTARY</td> <td>Preventive</td> <td>HWAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0307</td> <td>Open</td> <td>NEHAWKA MIDDLE</td> <td>Preventive</td> <td>HWAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0308</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HWAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0309</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HWAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>4/15/03</td> <td>▶ 030409-0310</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>Preventive</td> <td>HWAC</td> <td>SIGNED TSP</td> </tr> </tbody> </table> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> ▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next → → Display Equipment / Contract No. </div>						Open Date ▼	Order No.	Status	Description	Call Type	System	PO No.	5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	Preventive	HWAC		5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	Preventive	HWAC		5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	Preventive	HWAC	SIGNED TSP	5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	Preventive	HWAC	SIGNED TSP	4/15/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	Preventive	HWAC	SIGNED TSP	
Open Date ▼	Order No.	Status	Description	Call Type	System	PO No.																																										
5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	Preventive	HWAC																																											
5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	Preventive	HWAC																																											
5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	Preventive	HWAC	SIGNED TSP																																										
5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	Preventive	HWAC	SIGNED TSP																																										
4/15/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	Preventive	HWAC	SIGNED TSP																																										
<ul style="list-style-type: none"> → Service Activity → Open Calls → Closed Calls → Custom Reports Selected Services → TSP Contracts → Equipment → Sites → Request Service 						<ul style="list-style-type: none"> → Display Filter Criteria → 																																										

FIG. 16

1000

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Service Activity
TSP Contracts
Equipment
Sites
→ Request Service

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Search for... go >

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| Home | >-- >Request Service

site360 Home site360 Ordering

Help Contact Us

Request Service

Request Service

This page is for submitting online service requests.

For emergency or after-hours service, please call your local branch office.

* Indicates required field.

Request Type * Priority * Select Site * OR Enter Site

Load Site Equipment

Select Equipment * OR Enter Equipment * Location * Description * PO No.

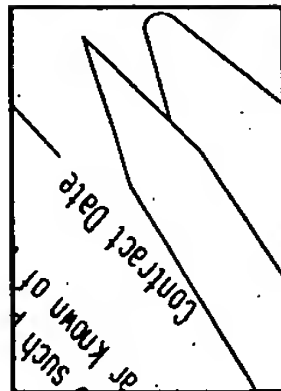
Last Name Wallace

First Name Michael

E-mail * Phone

FIG. 17

1100



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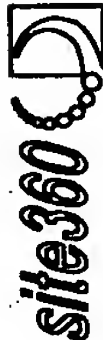
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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts

Request Service



Service Activity
→ TSP Contracts

Active Contracts
Expiring Contracts
Cancelled Contracts
Expired Contracts
Custom Reports

Equipment
Sites
Request Service

TSP Contracts

The TSP contracts function provides online access to all service contract information for the contracts and sites for which you are authorized. This overview screen informs you, in an aggregated form (overall and per site), of the number and value of existing contracts. Special attention should be given to expiring contracts. Clicking any of the links provides more detailed information for that entry.

Summary

The summary provides an overview of all service activity for all sites for which you are authorized grouped by status and system type.

Contract Status

Active
Expiring
Cancelled
Expired

1104
1106
1108
1110
1112

System
Fire
HVAC
Mechanical

1114
1116
1118
1120

1102

Detail

The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 6	1124	1126	1128	1130	1134
Site	Active	Expiring	Cancelled	Expired	System
UPS 35 Glenlake Automation	1	0	0	0	1
UPS 35 Glenlake Fire	0	0	0	1	1
UPS 35 Glenlake Mechanical	1	0	0	0	1
UPS 55 Glenlake Automation	1	0	0	0	1
UPS 55 Glenlake FIRE	1	0	0	0	1
1-5	6-6				

1122

2003P00904US

17/30

FIG. 18

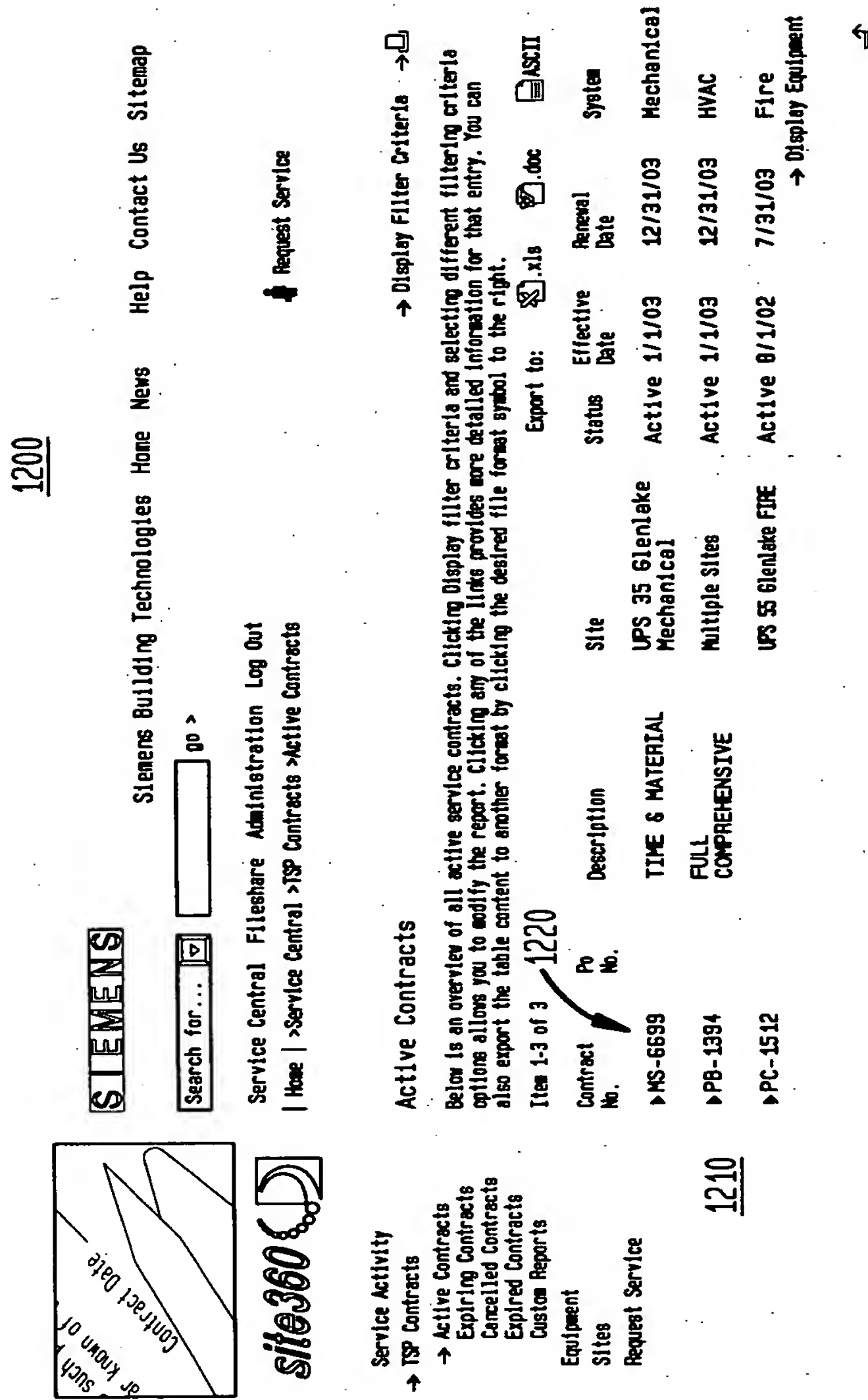


FIG. 19 1300

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Search for ... go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract Request Service



Individual Contract

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1396	PO No.	
Status	Expired	SST Branch	
Effective Date	2/1/02	Secondary Contract	
Renewal Date	1/31/03	Coverage Type	LABOR ONLY
Time to Renewal	-21 Days	System	HVAC
Service Technician/ Account Engineer	Chris Howell		

Description LABOR ONLY

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail 1330 1340

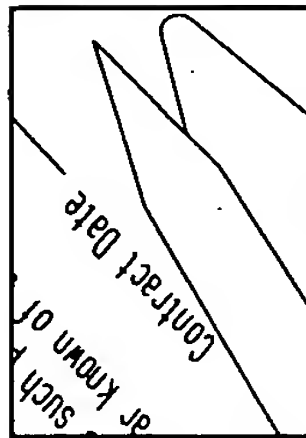
Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-1 of 1	.xls	.doc	Item 1-1 of 1	1370
Site			Equipment	
				MECH/SPEC SCHEDULING

UPS 35 Glenlake Fire 1360



Service Activity

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Contracts
- Equipment
- Sites

Request Service


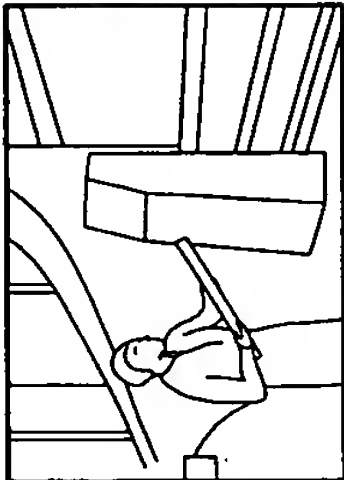
1310

1320

1350



FIG. 20



1400

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment

Request Service

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

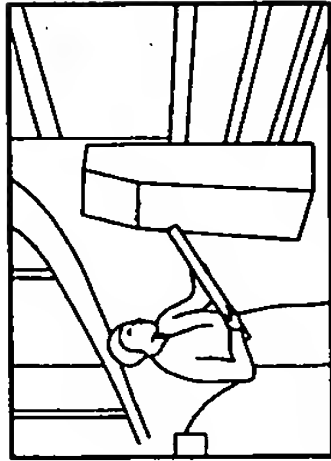


The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Item 1-5 of 35		Site		Equipment or Services		Quantity Location		Export to:		Asset ID		System	
UPS 35 Glenlake Automation	▶	All		▶		1	CABINET 11	<input checked="" type="checkbox"/> .xls		UPS35GL01		HVAC	
UPS 35 Glenlake Automation	▶	1402		▶		1	CABINET 12			UPS35GL02		HVAC	
UPS 35 Glenlake Automation	▶	1406		▶	CLIENT WORKSTATION REV *	1	INSIGHT 03			UPS35GL03		HVAC	
UPS Glenlake Fire	▶			▶	MECH/SPEC SCHEDULING	1				UPSF1		HVAC	
UPS 55 Glenlake Automation	▶			▶		1	CABINET 1 MAIN CHILLER PLANT			UPS55GL01		HVAC	
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →													

1404





Site360

Service Activity
TSP Contracts
→ Equipment
Sites
Request Service

FIG. 21

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Search for ... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment >-- >Individual Equipment

Request Service

Individual Equipment

The Individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION REV*	Asset ID	UPS356L03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	PB-1394-1520
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

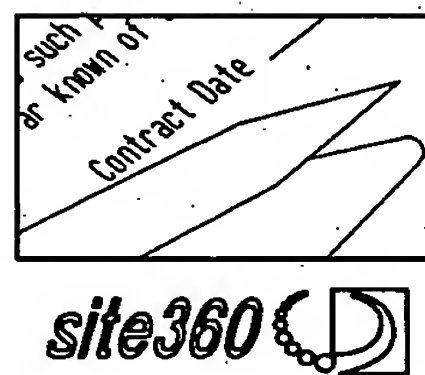
Item 1-1 of 1	Description	Export to:	.xls .doc ASCII
Open Date		Call Type	Order No. PO No.
1/7/03	FULL COMPREHENSIVE	preventive	PB-1394-1540

Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.

Item 1-2 of 2	Description	Export to:	.xls .doc ASCII
Open Date		Call Type	Order No. PO No.
7/3/02	FULL COMPREHENSIVE	preventive	PB-1394-1560
4/4/02	FULL COMPREHENSIVE	preventive	PB-1394-1560

FIG. 22



Service Activity
 → TSP Contracts
 Active Contracts
 Expiring Contracts
 Cancelled Contracts
 Expired Contracts
 Custom Reports
 Equipment
 Sites
 Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
 | Home | >Service Central >Equipment >Individual Contract

Request Service

1600**Individual Contract**

The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

Summary

The summary provides and overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active	SBT Branch	ATLANTA
Effective Date	1/1/03	Secondary Contact	Jacquelyn Brewer
Renewal Date	12/31/03	Coverage Type	FULL COMPREHENSIVE
Time to Renewal	313 Days	System	HVAC
Service Technician/ Account Engineer	M. Kevin Mote		

Description FULL COMPREHENSIVE

Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail

Clicking an existing service contract displays the contract in its entirety.

Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

.xls

.doc

ASCII

Item 1-3 of 3

Site

▶ UPS 35 Glenlake Automation

▶ UPS 55 Glenlake Automation

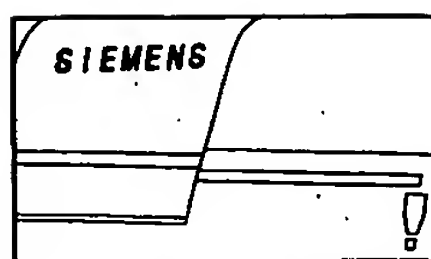
▶ UPS 55 Glenlake Automation

Equipment

| CLIENT WORKSTATION REV*

1610163016501660162016401670

FIG. 23



site360

- Service Activity
 - Open Calls
 - Closed Calls
 - Custom Reports
 - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for... go >

Service Central Fileshare Administration Log Out
Home | >Service Central >Equipment >--- >Service Order

Request Service

Service Order

Below is the data for the single service activity you have selected.

Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0966	Customer Name	Demonstration Customer
PO Number		Contract No.	FB-1394
Site	UPS 35 Glenlake Automation		1720
Status	Closed	System	HVAC
Call Type	Preventive	Open Date	7/3/02
Request Type	generated	Closed Date	7/5/02
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ Call Log ↘ Appointments ↘

Equipment 1750 1760 1770

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Export to: .xls .doc ASCII

Equipment Name

Equipment
Quantity

Location

Asset ID

▶|

1 CABINET 11

UPS356L01

▶|

1 CABINET 12

UPS356L02

▶|CLIENT WORKSTATION REV"

1 INSIGHT 03

UPS356L03

Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

FIG. 24

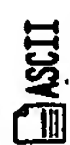
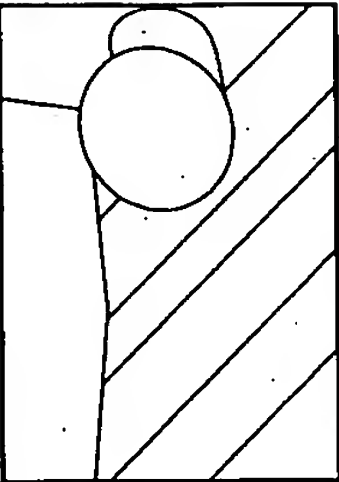


FIG. 25



1900

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[Service Central](#) [Fileshare](#) [Administration](#) [Log Out](#) [Request Service](#)

[Home](#) | [>Service Central](#) | [>Sites](#) | [>-->Individual Site](#)

Service Activity
TSP Contracts
Equipment
→ Sites
Request Service

Individual Site

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

<u>1910</u>	Site	SZ COLLEGE PARK (8320013)	Call Type	1930
			Preventive	▶ 3 — 1965
			Corrective	▶ 1 — 1970
<u>1920</u>	Call Status		System	1940
	Open	▶ 1 — 1950	HVAC	▶ 1 — 1975
	Closed	▶ 3 — 1960	Mechanical	▶ 3 — 1980

Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985 1990

Order No.	PO No.	Description	Call Status	Call Type	Open Date	System
▶ 021001-0210	PC-02SC87314	ANNUAL CHILLER PM	Closed	Preventive	10/7/02	Mechanical
▶ 021009-0275	PC02SC87314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/16/02	Mechanical
▶ 021016-0068	PC-02SC87314	PH REPAIRS	Closed	Preventive	10/7/02	Mechanical
▶ 030206-0002		this is a test for the call t*	Open	Corrective	2/6/03	HVAC

Export to:

FIG. 26

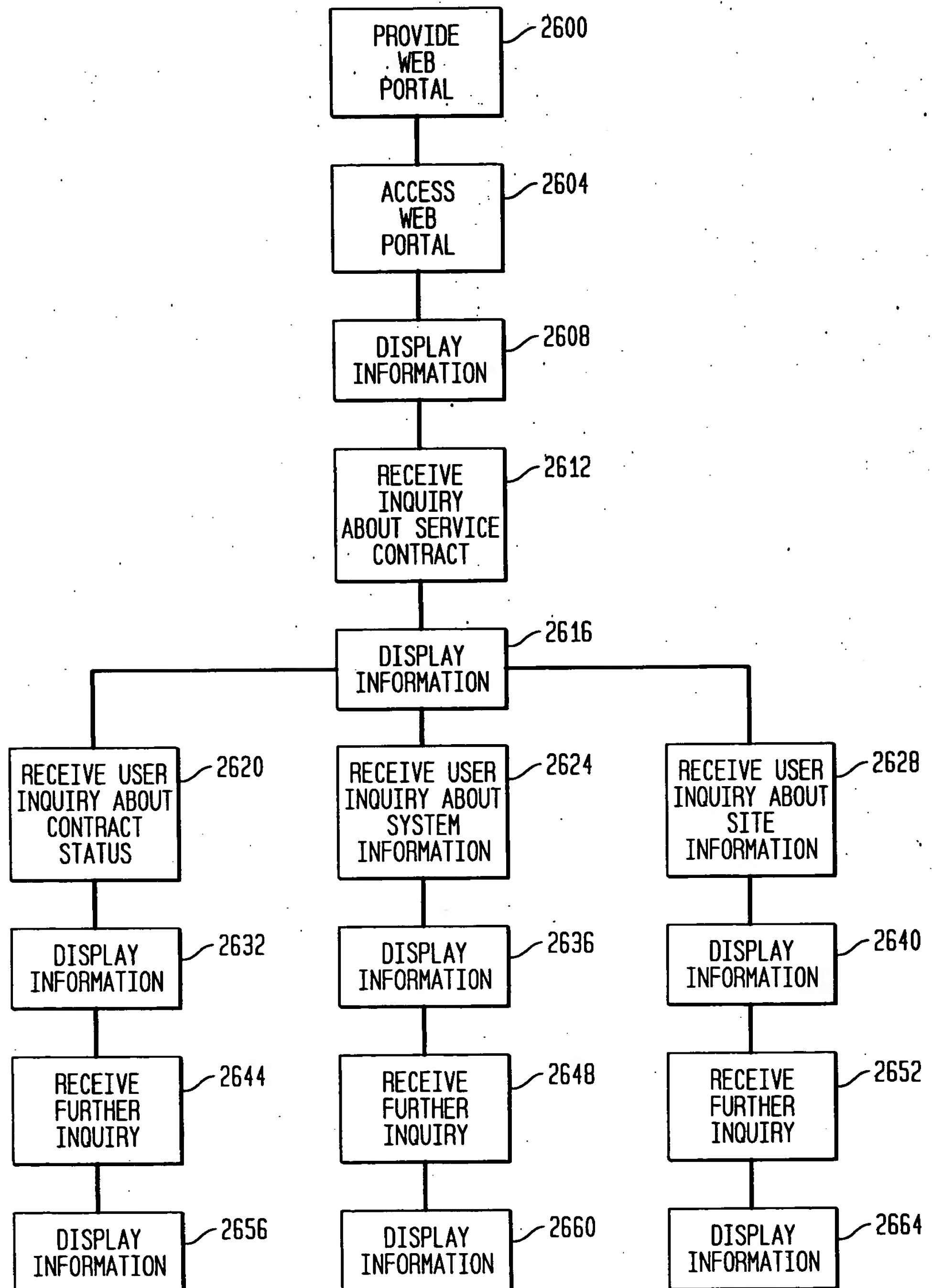


FIG. 27

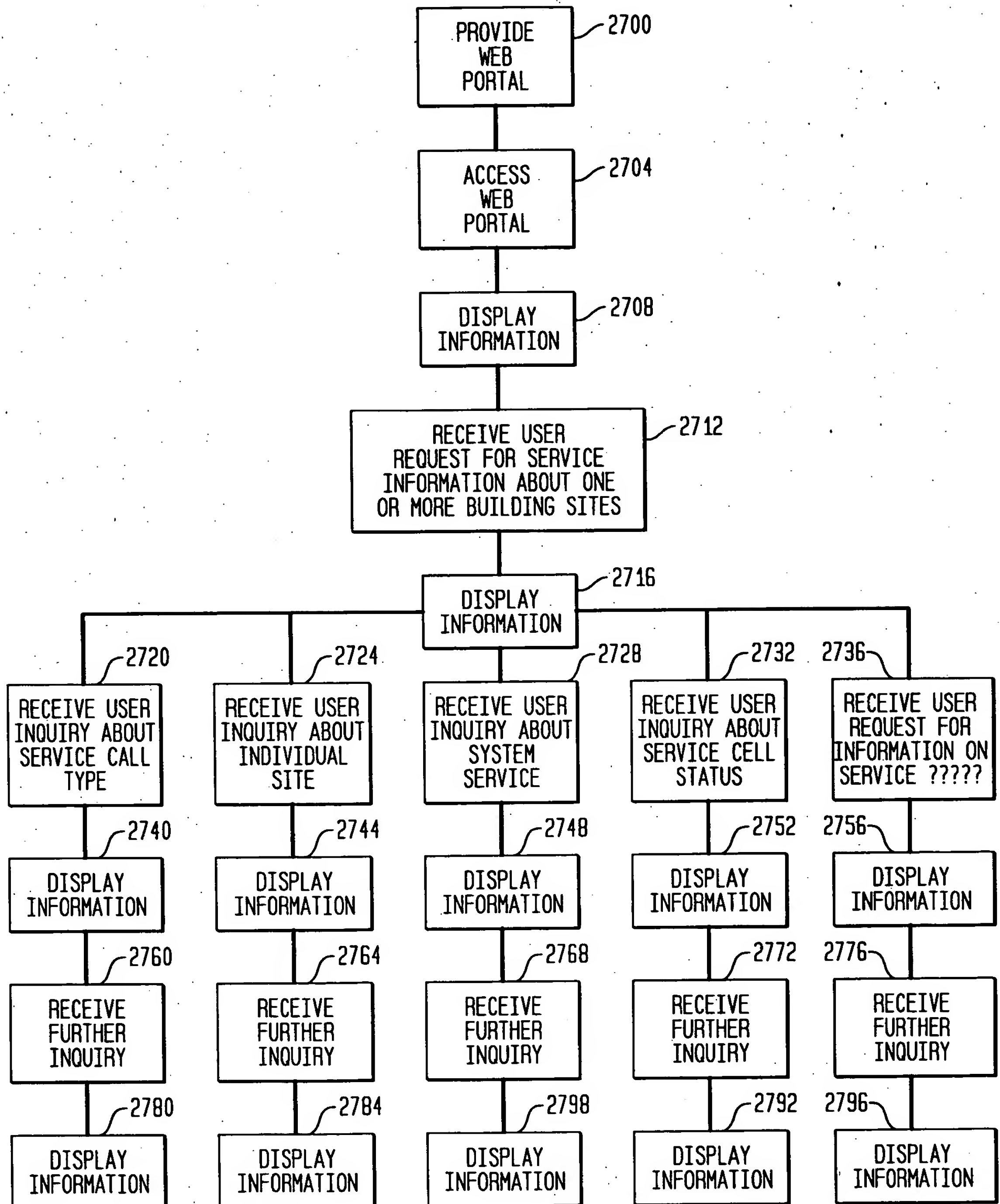


FIG. 28

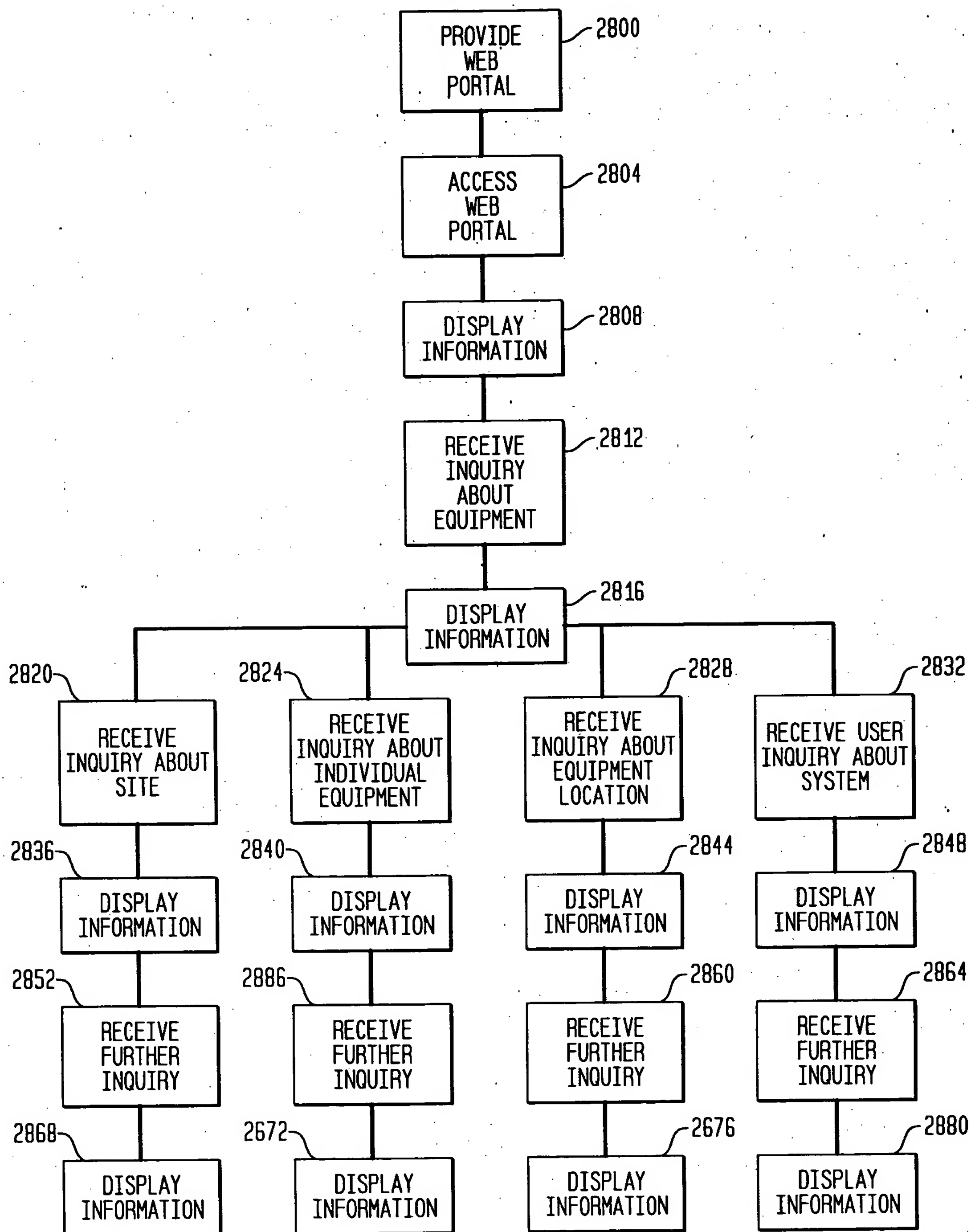


FIG. 29

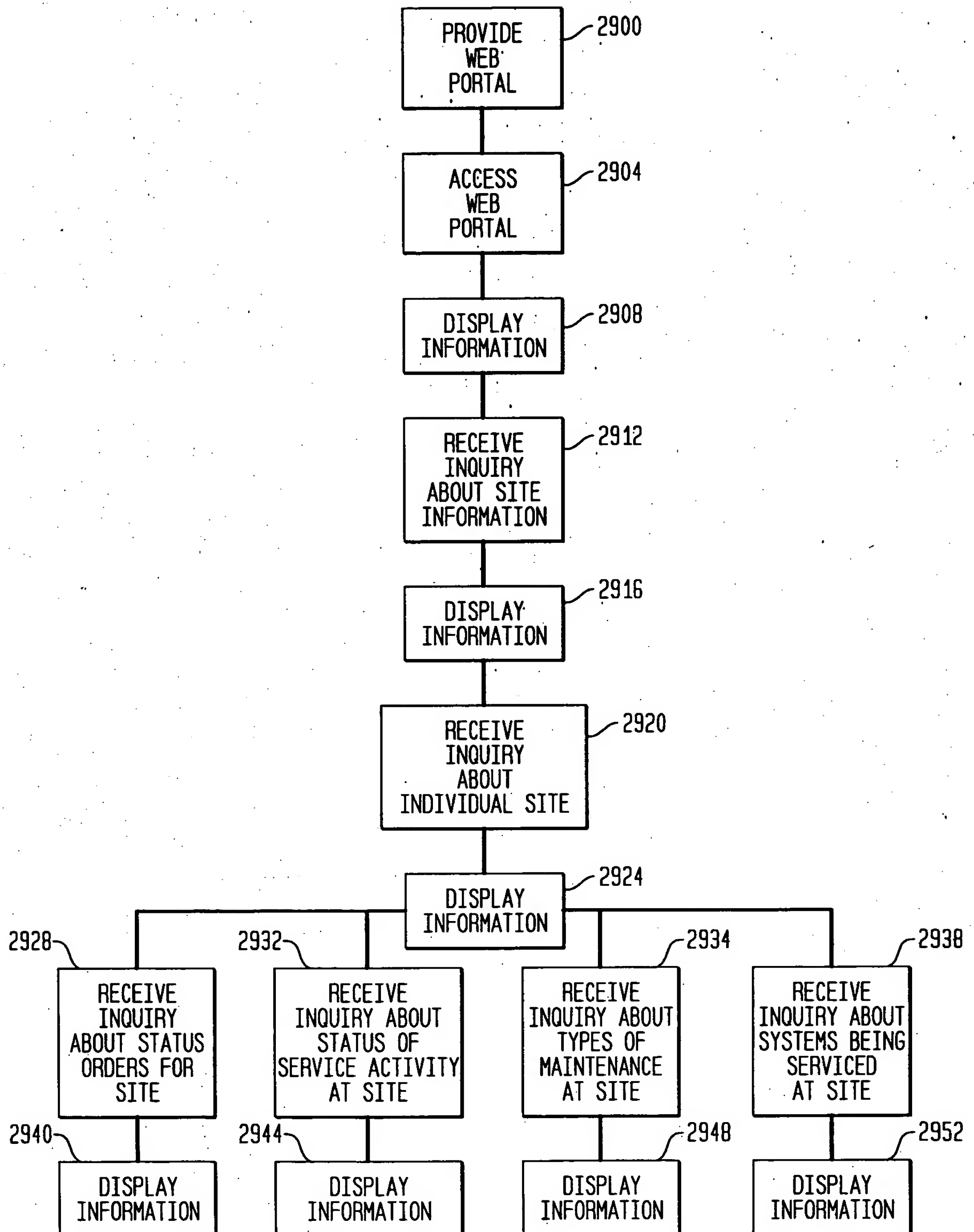


FIG. 30

